

General Terms and Conditions Lodge holidays for renting a lodge

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Article 1. General

1.1 These general terms and conditions apply to all services offered by Lodgeholidays. Primarily, this concerns the rental of lodges. By making a reservation, you declare that you have read, understood, and agree to our general terms and conditions.

Article 2: Reservation

2.1 A reservation can be made online, by phone, or by email. After making a reservation, you will receive a confirmation email with an overview of the reserved details.

2.2 The reservation you have made is final. A 14-day cancellation policy does not apply to so-called travel agreements. These are the services offered by Lodgeholidays.

2.3 The person making the reservation must be of legal age (18 years or older). Groups of young people are not allowed.

2.4 If payment obligations are not met during the reservation process (these are included in the general terms and conditions and stated on the reservation confirmation), Lodgeholidays is entitled to cancel the reservation. The resulting costs will be borne by the customer.

Article 3: Prices and Costs

3.1 The travel sum applies to a maximum of 6 people. The travel sum is the price for renting a campsite with a tent on it, including VAT and electricity costs. Bed linen is included in the price and can be changed weekly. Some campsites may make exceptions to this, which will be clearly stated in the confirmation.

3.2 If a tourist tax is applicable, you must pay it directly to the campsite owner on-site.

3.3 All extras, such as packages and meals offered at special prices on our website, must also be communicated during the booking process.

3.4 If you plan to stay in a tent with 6 people, you must provide your own sleeping arrangements for the sixth person.

3.5 It is allowed to pitch a small tent next to the rental tent.

Article 4: Invoicing

4.1 After making a reservation, you will receive a confirmation, which also serves as your invoice.

4.2 This invoice will specify the price, any additional costs, and the total amount broken down into sections.

4.3 The invoice will detail the deposit (30% of the total amount and the cleaning costs, with a minimum of 150 euros). The remaining amount (70% of the total) will be listed separately.

Article 5: Payment

5.1 The deposit of 30% must be paid within 8 days after the reservation.

5.2 The remaining 70% of the total amount must be paid no later than 6 weeks before arrival.

5.3 For bookings made within 6 weeks before arrival, the full amount must be paid immediately.

5.4 In the event of late payment, Lodgeholidays reserves the right to cancel the booking after sending a reminder via email. The customer is responsible for any cancellation costs.

5.5 In cases of negligent payment, the booking party is liable for all legal and extrajudicial costs and any interest.

Article 6: Cancellation/Changes

6.1 Cancellation of a reservation must be communicated to Lodgeholidays via email.

6.2 Cancellation is subject to charges:

1. In the event of cancellation up to the 42nd day (exclusive) before the departure date: the deposit.
2. For cancellations from the 42nd day (inclusive) to the 28th day (exclusive) before the departure date: 60% of the travel sum.
3. For cancellations from the 28th day (inclusive) to the day of departure: 90% of the travel sum.
4. For cancellations on the day of departure or later: the full travel sum.

It is advisable to take out cancellation insurance.

6.3 Changes that do not affect the location and rental period can be communicated to Lodgeholidays no later than 2 weeks before arrival. No fees will be charged for changes.

6.4 A change of accommodation is considered a cancellation.

Article 7: Liability

7.1 The tenant must treat the accommodation with care and leave it clean and tidy.

7.2 Lodgeholidays is not liable for damage, loss, and/or theft of property, nor for injuries to the tenant or other guests, regardless of the cause.

7.3 Lodgeholidays is not liable for environmental factors such as noise pollution, traffic disturbances, odors, water and/or insect nuisances, or weather conditions of any kind.

7.4 The tenant is liable for all damages to the accommodation and/or inventory caused during the stay. Damage must be reported to the campsite owner, who will decide on further actions. If damage is not reported to the campsite owner, Lodgeholidays is entitled to hold the tenant liable for the damage and to claim this through the tenant's liability or travel insurance.

7.5 It is not permitted to bring pets into a Lodgeholiday tent.

7.6 The tenant and their guests must adhere to the campsite rules. This also applies to receiving visitors. Lodgeholidays is not liable if the tenant is asked to leave the campsite due to disturbances or nuisance after a warning from the campsite owner.

7.7 Lodgeholidays is not liable for obvious errors or imperfections on the Lodgeholidays website.

7.8 Lodgeholidays is not liable for refunding the travel sum in cases of force majeure that require you to leave your accommodation (e.g., extreme weather conditions, forest fires, or earthquakes).

Article 8: Travel Documents

8.1 No later than three weeks before departure, you will receive your travel documents from Lodgeholidays via email.

8.2 The travel documents will include the exact address, booking period, and additional information important for your stay.

8.3 If you have any questions or problems during your holiday, you can contact Lodgeholidays by phone. The correct phone number is listed in the travel documents.
